



Purpose

The purpose of this document is to describe the policy how complaints relating to building works and non-compliant structures are logged and resolved.

Scope

This document describes the policy and guidelines that govern how we log and resolve complaints relating to building works and non-compliant structures.

References

BLD-78.2-PROC, Request for service - building incidents

Building Act 2004 – Section 90

Local Government Act 2002 – Section 174

Policy

All complaints received regarding building works or non-compliant structures shall be investigated. The details of complaints received shall be either:

- Recorded on request for service, where the complaint relates to work other than that which is in accordance with an approved building consent.
- Recorded in WorkSmart, where there is an open building consent associated with the work subject to the complaint

The case manager shall contact the complainant within three working days from the date that the complaint was logged.

The case manager shall contact the complainant upon the completion of the compliant investigation and notify them of the outcome of their complaint.

The case manager shall ensure that the WorkSmart or request for service record depending on whether the matter relates to an approved building consent reflects the current progress of the investigation.

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